

Leading Your

TEAM

To a Winning Season



ARMGMA SPRING CONFERENCE
APRIL 16-17
FAYETTEVILLE PUBLIC LIBRARY

MGMA[®]
ARKANSAS

CONFERENCE AGENDA

Tuesday, April 16

3:00 pm - 5:00 pm ***Team Building – Together Everyone Achieves More! - Trace Henley, MSOL, SHRM-SCP, CGF***

5:00 pm - 6:00 pm **Bingo Night!**

Wednesday, April 17

8:00 am **Coffee and Networking**

8:30 am - 9:30 am ***Destination Leadership: It's All in the Journey and the Fun You Have Along the Way - Patty Eschliman***

9:30 am - 10:30 am ***What's My Job, Really? - Stu Schaff***

10:30 am - 11:00 am **Networking Break with Exhibitors**

11:00 am - 12:00 pm ***Customer Service and Employee Engagement Go Together Like Peas and Carrots! - Patty Eschliman***

12:00 pm - 1:00 pm **Lunch and ARMGMA Update**

1:00 pm - 2:00 pm ***What's New in Health Law for 2024 - H. Scott Smith, JD***

2:00 pm - 2:30 pm **Networking Break with Exhibitors**

2:30 pm - 3:30 pm ***Can They Be Salvaged? - Critical Conversations - Stephen A. Dickens, JD, M. A. Ed., FACMPE***

SESSION DESCRIPTIONS



Trace Henley,
MSOL, SHRM-
SCP, CGF

Team Building – Together Everyone Achieves More!

Together Everyone Achieves More! Well, sometimes...but it takes intentional, consistent efforts to foster relationships and build a group of people ready to champion each other and the collective cause. Learn how check-ins, energizers, and team-building activities can empower and unite to eliminate disconnection, foster relationships, align the vision, and celebrate everyone involved. Plus, learn some easily-implementable activities that can nurture, engage, and inspire.



Patty J.
Eschliman,
MHA, MLS
(ASCP)CM, DLM
(ASCP)CMCPC

Destination Leadership: It's All in the Journey and the Fun You Have Along the Way.

If you are new to leadership or struggling to find your strengths, this presentation is for you! Packed full of practical knowledge including how to build and earn the trust necessary for team engagement, develop emotional intelligence, cultivate effective communication, while also finding the joy and laughter to stay optimistic, Patty will make sure you walk away more confident and excited about your leadership journey. This presentation is a “must attend” for anyone interested in the skills needed to get noticed and advance in their career.

At the end of this presentation, attendees will be able to:

- Recognize current competency in leadership skills.
- Describe the leadership skills that will get you noticed and advance your career.
- Summarize the communication skills that will build trust and increase engagement with your team.
- Walk away with a list of resources that ensure success on your leadership journey.

Customer Service and Employee Engagement Go Together Like Peas and Carrots:

If the direct link between happy employees and satisfied customers has been an assumption for a long time, now is the time to look at the data. With no doubts how employees effect your customer loyalty, learn what motivates employees to provide the kind of care your patients are looking for. It goes beyond quality care and requires compassionate care. This level of engagement is just what your organization needs to reach their HCAHPS goals and drive organizational success.

At the end of this presentation, attendees will be able to:

- Identify what drives human satisfaction including intrinsic and extrinsic motivations.
- Describe how a customer service approach such as AIDET™ can have a positive impact on employee engagement.
- Utilize employee engagement strategies to build customer loyalty that drives departmental outcomes and organizational success.



Stu Schaff
*Intentionate
Healthcare
Advisors*

What's My Job, Really? Setting Clear Expectations for Docs

Given the well-documented gap between the supply of physicians and the demand for their services, increasing administrative burdens, and the strain of a global pandemic, it is no wonder that many doctors report dissatisfaction with their careers.

There is another major but often overlooked contributor to physician burnout: a lack of clear expectations. For most physicians, the job description is usually little more than “Be a good doctor.” Then collections, WRVUs, overhead expenses, and other aspects of the job come into play and the relationships between physicians and administrators turns adversarial. Unlike the systemic issues mentioned above, individual medical practices can do something about this.

Stu Schaff will show participants how they can establish clear expectations for physicians within their own practices, using examples from actual academic and community-based practices. He will also demonstrate specific ways that participants can incorporate best practices for communicating those expectations, regularly reinforcing them, and effectively holding physicians accountable to them, with the goal of improving morale and engagement.

Learning Objectives:

- Use a step-by-step framework to clearly articulate expectations for employed physicians, specific to their medical practice's needs
- Outline clear expectations to foster a culture of accountability, leading to better financial and strategic outcomes for all
- Spot and correct misalignment between expectations and physician compensation models



Scott Smith, JD

What's New in Health Law for 2024 and Beyond

Hear from Scott Smith, Arkansas Medical Society Director of Governmental Affairs, the outcome of the 2023 Legislative Session and how this legislation impacts your practice, as well as potential bills on the horizon.



**Stephen A.
Dickens, JD,
M.A.Ed.,
FACMPE**

Can They Be Salvaged? Critical Conversations

The successful practice executive must not only understand the operations within a medical practice but also possess the ability to effectively communicate with its stakeholders – physicians, staff and patients. This skill is even more important when the topic is personal or is at a critical decision point that may have far reaching implications. Communication is essential to preventing misunderstandings, leading change, and diffusing tricky situations. Effective communication can save a relationship while poor communication can undermine or destroy one. The inability to establish working relationships and successfully navigate challenging interactions leaves the executive looking either incompetent, unsure, or worse, both. This session addresses communication techniques for real life situations to prepare you to present at your best.

Objectives:

- Discover the elements of effective communication and the techniques to implement them;
- Recognize the implications of body language, tone of voice and communication styles as they impact critical conversations; and
- Articulate best practices and responses to the most common scenarios a practice executive faces.

CONFERENCE VENUE

Fayetteville Public Library Event Center
401 W Mountain St
Fayetteville, AR 72701



CONTINUING EDUCATION

This program is eligible for 7 hours of ACMPE continuing education.

REGISTRATION

ARMGMA Active Member \$200
(not business partner/vendor)

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